

CHUCK e. FOCUS

Week 4 – February 1, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Hattiesburg, MS #566	\$13,290	\$30,660	130.7%
2.	Doylestown, PA #762	\$17,613	\$35,906	103.9%
3.	Olympia, WA #300	\$18,679	\$37,928	86.4%
4.	Boca Raton, FL #682	\$24,601	\$45,863	71.4%
5.	Granada Hills, CA #429	\$30,581	\$52,412	67.9%
6.	St. Louis West, MO #947	\$26,396	\$44,312	67.5%
7.	Middletown, NJ #480	\$26,205	\$43,885	66.5%
8.	College Station, TX #577	\$15,406	\$25,651	65.8%
9.	Greensburg, PA #763	\$15,163	\$25,140	64.1%
10.	Ann Arbor, MI #334	\$16,828	\$27,620	64.1%

Tesser Re-Models:

1.	Indy Castleton, IN #096	\$27,139	\$57,569	112.1%
2.	Lubbock, TX #933	\$18,810	\$31,171	77.7%
3.	FM 1960, TX #032	\$26,867	\$42,530	76.4%
4.	Las Vegas SE, NV #311	\$21,333	\$32,583	75.7%
5.	Lake Charles, LA #709	\$21,692	\$31,382	73.1%



FUNDAMENTALS TRAINING



Pictured left to right: Karen Nielsen – payroll, Anni Ding – internal audit, Adrienne Adame - internal audit, Jenée Rousseau – cash accounting, Cathleen McCants – internal audit

Another successful FUNdamentals training session is in the books!
Welcome to the Chuck E. family all our new on-boarders!

a&b moments...

I was in the Monroeville, PA Chuck E. Cheese yesterday with my son and granddaughter. I wanted to say that every single person that worked there was a top notch and kind employee. **Everyone went out of their way to be helpful and they were all incredibly nice** and it was great to see that they all got along with one another as well and were having fun. A great bunch of people are working there. Plus, **the pizza is amazing as always.** I feel that a lot of people will go out of their way to complain about something but, it seems most do not point out when service is great. Everyone from the door greeter to Chuck E. Cheese himself were all fantastic. I've been going there since I was a kid in the 80's. **Almost 40 years later the place is still a great time.** Thanks for the fun!

Northeast Region
Monroeville, PA #537
RVP Chris Kelly
AD Dan Bessemer
GM Anthony Pizzuto

I just wanted to let you guys know that our hostess ZyNyia was the best. She made sure she **took care of us.** She went out of her way when a kid in our party lost her teddy bear from our group that was watching our jackets on the table. ZyNyia went searching for the bear and her Manager even offered a stuffed character from the prize counter. The child is on the autism spectrum and didn't take the lost bear very well. **ZyNyia comforted her and found her bear.** Please acknowledge her for her service, **she went above & beyond the normal service.** If I ever had another party at the Tacoma location I want her as my hostess. Please don't lose her!

I want to tell you that this location is the best I have seen in a long time. **The Managers are professional and always willing to help the guests.** My boy and girl twins were celebrating their 4th birthday (walk-in) and we didn't have a cake. I ordered a cake and somehow the order was put in as chocolate. Well, my son doesn't like chocolate, so the Manager submitted a new order for a vanilla cake. This was amazing! **It's the little things that make birthdays special.** (By the way, the remodel is very cool and makes more room. The interactive show on the dance floor is very modern!)

Southeast Region
Fayetteville, GA #615
RVP Bill Eich
DM Joe Risnear
GM Lorenzo Leverette

anniversaries

20+ YEARS

35 YEARS

Edward Porter

General Manager ~ 397

15 YEARS

Alan Eastgate ~ 333

Ana Villelas ~ 444

Jeremy Weiner ~

Mgr Ops Initiatives

10 YEARS

Jose Hernandez ~ 056

Patrick O'Connell ~ 103

5 YEARS

Michael Carter ~ 482

Thomas Jones ~ 609

Destiny Matthews ~ 614

Sammy Brill ~ 892

Western Region
Tacoma, WA #626
RVP Jim Brawley
DM Tony Reynolds
GM Brent Marga
Cast member ZyNyia

PIN earners



Team Woodbury #792 has been very busy lately, and it shows! Congratulations to this team as they award 3 Party Servers with their Ruby Pin, and 2 with their Sapphire! Congratulations to Ramone Hernandez (Ruby 3 years), Sunshine Moya (Ruby 3 years), Kingsten Vang (Ruby 2 years), Gina Yang (Sapphire 2 years), and Jada Griffin (Sapphire 2 years). Ramone, Sunshine, Kingston, Gina, and Jada all joined the Chuck E. family with the same mindset, to bring the best experience possible to each and every birthday child that walks through the door. They are always on top of ensuing party mom and dad have everything they need and that they never have to lift a finger. Thank you to Ramone, Sunshine, Gina, and Kingsten for all you do; your Elite Pins are very much deserved!

~ Our host, Jada, was amazing! She made sure that everything was perfect. Very easy-going and friendly. She has a positive attitude towards the event. Food and cake was good. The kids had a great time. Definitely will book again for our second child. ~

~ Gina was amazing! She was hands down the best party leader of the group and made sure that our entire crowd had a blast. Thank you very very much. ~

~ Our hostess Sunshine was awesome I hope she will get recognized. She was a sweet heart and wanted to make sure everything went smoothly and it did! ~

~ Ramon was amazing! He was very organized, energetic, and made the party super fun and easy. Hopefully all the party staff works like he does. ~

~Kingston gave the best service ever. Hands down I would highly recommend the Woodbury location to any family anytime. I cannot express how satisfied I am with management and our host Kingston. They showed great personality and hospitality. ~

Team Woodbury is not the only restaurant in Eric Montes' district celebrating their Party Servers! Team St. Cloud #799 is also excited to announce their next Ruby Pin earner, Jessica Peters! Jessica joined the Chuck E. family 5 ½ years ago, and she is truly a Chuck E. Star. She is always making sure the birthday child has the best party ever and that mom and dad never have to lift a finger. There is never a time where you will not catch her with a smile on her face. Thank you Jessica, for all you have done. Your Ruby Pin is very much deserved!

~ Jessica was our hostess and she was more than fantastic! She was enthusiastic, devoted to our experience, and seemed genuinely happy for my son as he experienced his birthday at your establishment. I couldn't have been more pleased! ~

~ Our hostess Jessica was so upbeat and the kids just loved her. We definitely will be planning more birthday parties here with you guys! ~

~ Everything, including our host Jessica, was awesome and amazing with the children, she deserves a raise! ~



6 months ago, Team Fairfax got to celebrate one of their Party Servers earning their Ruby Pin, and now, we once again get to celebrate Sadiya Ahmed as she now earns her Sapphire Pin! Sadiya joined the Chuck E. family 3 years ago, and she has demonstrated time and time again how to have fun while you work. Sadiya is always keeping the guests happy and giving them 110% service, 110% of the time. Thank you Sadiya, for all you do. Your Sapphire Pin is very much deserved!

~ Everything was taken care of by Sadiya. So easy! It was perfect for our little party celebration. ~

~ Sadiya was absolutely awesome, the place was clean and Chuck E. was a lot of fun, but Sadiya really made the experience extra special for our little girl. ~

~ Sadiya was great, you have got a great employee there. ~



sales contest

Rock N' Pizza Roll Restaurant Sales Contest

Leading Restaurants Per District

Cindy Light

1. Long Beach, CA #769

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Rohnert Park, CA #399

Patricia Cedillo

1. San Diego, CA #441

Tim Kerum

1. El Monte, CA #428

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Northridge, CA #451

Frank Cassar

1. Langley, BC #847

Tony Reynolds

1. Olympia, WA #300

Todd Bell

1. Springfield, MO #742

Louis Deignan

1. Henderson, NV #314

Adam Shafraan

1. Concord, CA #379

Denny Lynch

1. Topeka, KS #961

Chad Estrada

1. Flint, MI #323

Daniel De Los Santos

1. Harlem, NY #648

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. Albany, NY #520

Dan Bessemer

1. Johnstown, PA #534

Mike Svoboda

1. Laurel, MD #087

Yuri Pena

1. Edison, NJ #487

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Batavia, IL #349

Ali Elali

1. Dearborn, MI #359

Richard Balboni

1. Warwick, RI #645

Eric Montes

1. Edina, MN #797

Susan Jensen

1. Virginia Beach, VA #548

Jon Fiorentine

1. Snyder Plaza, PA #450

Dustin Gasper

1. Milwaukee, WI #842

Eric Bargas

1. Wichita Falls, TX #309

Nestor Rivera

1. Jacksonville, FL #062

Frank Ramirez

1. Woodlands, TX #572

Hashem Saadat

1. Albermarle, NC #039

Anthony Chapa

1. OK City NW Hwy, OK #889

Bill Pressel

1. Bandera, TX #593

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Houma, LA #706

Jim Hamblen

1. Gastonia, NC #635

Daniel Smoote

1. Waco, TX #856

Peter Panunzi

1. Sunrise, FL #434

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Athens, GA #612

Michele Beavan

1. Kokomo, IN #341

Maurice Chandler

1. Memphis, TN #970

Leading Restaurants per Region

Southeast Region

1. Memphis, TN #970
2. Sherman, TX #857
3. St. Petersburg, FL #857

Northeast Region

1. Flint, MI #323
2. Laurel, MD #087
3. Rockville, MD #531

Western Region

1. Bell, CA #446
2. Layton, UT #114
3. Langley, BC #847

Leading Restaurants Company Wide

1. Bell, CA #446
2. Memphis, TN #970
3. Layton, UT #114
4. Flint, MI #323
5. Langley, BC #847





National Pizza Day

National Pizza Day is coming up next week, and we have an awesome offer for our guests!



Starting Monday, February 4 – Saturday, February 9, guests will be able to get a **FREE UPGRADE** on their pizza from L-XL if they mention 'National Pizza Day'

Be sure and get your dough projections ready for this exciting event!

For more details regarding this special offer, please refer to the email sent out by L&D.

Questions? Please reach out to learning@cecentertainment.com or marketing@cecentertainment.com



FACILITIES

Pest Management

Consistent Pest Management at the restaurant can help avoid pest issues from growing and escalating to an infestation. Keep vigilant on pest proofing and report any unresolved pest issues to your District Manager.

- Review your monthly service report left in the blue binder. Take action to resolve your structural, sanitation and preparation findings.
 - Door sweeps and holes/gaps around pipes are some of the most common findings for structural action items.
 - Trash inside should be kept off the floor and inside bins/cans with lids.
 - Excellent closing practices are important to prevention.



RISK MANAGEMENT

RISK management

Law Enforcement Firearm Policy

CEC strictly prohibits guests and/or employees from entering the premises with a weapon (whether concealed or openly displayed). THE ONLY EXCEPTION TO THIS POLICY is for law enforcement officers who are in uniform or who provide proof of their status, including a badge and photo identification.

With respect to plain clothes law enforcement officials, please train all of your Managers and Cast members who may work Kid Check that, if they see a guest who is seeking to enter the restaurant is openly carrying a weapon, they should call the Manager on duty immediately. The Manager should then ask if the guest is a member of law enforcement, and if he or she replies yes, ask the guest to please show a badge and a photo identification that shows that he or she is a member of law enforcement. Once the law enforcement official produces both forms of identification, he or she should be allowed to enter the restaurant.

If you have any questions regarding CEC's firearm policy, please contact risk@cecentertainment.com

- For additional Pest Services between monthly services, submit a work order to Ecolab first, then call 800-325-1671. Be detailed on what you see and where you see the activity so they can target those pests and areas. If Ecolab does not service within 48 hours contact your Facility Manager.
- *** Rodent and Roach treatments are part of the CEC/Ecolab service contract and extra services will not cost the restaurant, so make sure you report all issues.

CHUCK E. CHEESE'S HOT JOBS



General Manager

421 ~ Costa Mesa, CA
428 ~ El Monte, CA
434 ~ Sunrise, FL
869 ~ Columbus, GA
959 ~ Boise, ID

678 ~ Joliet, IL
963 ~ Lexington, KY
316 ~ Reno, NV
889 ~ OK City NW Hwy, OK
533 ~ Wilkes Barre, PA

Tech Manager

108 ~ Redwood City, CA
373 ~ Gilroy, CA
375 ~ San Bernardino, CA
784 ~ Vista, CA
463 ~ Waterbury, CT
615 ~ Fayetteville, GA
729 ~ Cumberland, GA

073 ~ Matteson, IL
346 ~ Greenwood, IN
963 ~ Lexington, KY
401 ~ Gaithersburg, MD
774 ~ Takoma Park, MD
478 ~ Danvers, MA

713 ~ Southgate, MI
520 ~ Albany, NY
891 ~ Tulsa, OK
529 ~ Springfield, PA
417 ~ San Antonio Military, TX
056 ~ Richmond, VA
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Gilbert & Williams Field, AZ #1225

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions